75728- ADA Cust_Man v-1 2/3/17 2:11 PM Page 1

Merrimack Valley Regional Transit Authority

85 Railroad Avenue
Haverhill, MA 01835

Fixed Bus Route Information

The Communities We Serve

The MVRTA's fixed route bus system operates in the Merrimack Valley communities of Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover and Salisbury.

The MVRTA also provides service to the Lowell Transit Center for connections with the Lowell Regional Transit Authority.

Fare Information

The following information details the MVRTA's fixed route bus system. The full fare rate is $1.25 and a half fare rate of .60¢ is available to Senior Citizens (age 60 and older) and to individuals that are Transportation Disabled.

Transfers to other MVRTA fixed route buses are offered for free if requested when boarding an MVRTA fixed route bus.

A valid Medicare card may be used as proof of age and/or disability to qualify for half-fare.

Accessibility

The MVRTA's policy for governing the ADA DOT requirements to transport any wheelchair that does not exceed the capacities of the vehicle and its equipment (lift\ramps) is: Drivers must transport all passengers in wheelchairs whose combined weight and dimensions do not exceed the capacities of the vehicle and its equipment. Please note that if the combination of the customer and wheelchair\scooter exceeds the lift capacity; we may not be able to accommodate your trip.

* All Schedules brochures and applications are available in braille, audio, and large print.

Fixed Bus Route & Schedule Information:
(978) 469-6878
WWW.MVRTA.COM

The Merrimack Valley Regional Transit Authority

EZ Trans

ADA Customer Manual

Effective July 21, 2016

Tel: 978-469-6878 Option #3

WWW.MVRTA.COM

Overview of ADA Sevice:

This service complements the Merrimack Valley Regional Transit Authority's (MVRTA) fixed bus route service and is an origin to destination shared ride service. (Door to door upon request.)

It is provided to those persons with disabilities that meet the definition of eligibility as established under the Americans with Disabilities Act (ADA). This definition relates to the physical or cognitive impairments that prevent use of the MVRTA's fixed route bus system. For more information on the fixed route bus system, please see the back panel of this brochure. All participants must be certified through the MVRTA Office of Special Services.

This service is only available within the 3/4 mile corridor on each side of an MVRTA fixed bus route. The MVRTA fixed bus route system operates in Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover and Salisbury.

Service is provided with MVRTA lift-equipped vehicles and on occasion is supplemented with other vehicles that may be vans or sedans. This service is intended to safely and efficiently accommodate as many customers per trip as possible.

This customer manual will detail policies that will help you and the other EZ Trans customers receive the best possible service. Please follow these policies to avoid any service disruptions to you and other EZ Trans customers.

How To Schedule A Trip:

- You can call the MVRTA Office of Special Services to reserve a ride at (978) 469-6878 (option 3) or toll free at (877) 308-7267 Monday - Friday 8:00am - 5:00pm. If you wish to schedule a ride between these hours on Saturday, Sunday, or a holiday, leave a message, and a dispatcher will schedule and confirm the ride with you on the next business day.
- All ADA trips must have pick-up and drop-off points within 3/4 of a mile of an MVRTA fixed bus route. If the trip goes beyond the 3/4 mile corridor, then the trip becomes a non-ADA trip and is subject to the appropriate policies and fares.
- Trips may be reserved up to (2) weeks in advance, but no later than (1) day in advance.
- When reserving a trip, there must be at least 1 hour between your requested appointment time and next pick-up.
- When reserving your trip please specify from which entrance of the building you want to be picked up and dropped off.
- When booking your ride, the reservationist will give you a 30 minute window in which the van will arrive. If you are placed on stand-by, it means you will have a ride, but are asked to call back between 4:30pm and 5:00pm the night before, or the day of your scheduled trip, if you would like to know the window of time.
- Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes.
- You will not be able to reschedule another trip for the same day if you miss a trip.
- If the MVRTA vehicle does not come within the 30 minute window, please call the MVRTA Office of Special Services to check the status of your trip.
- Trip cancellations must be made at least 1 hour prior to the start of your pick-up window.
- No trip reservations or trip reservation changes can be made on the day of the trip.
- Each customer is allowed to carry as many bags that he\she can carry within one trip. Please note that drivers cannot help.

Service Availability:

ADA Service Hours

Monday - Friday	4:45am - 8:00pm
Saturday	7:00am - 7:45pm
Sunday	8:00am - 7:05pm

Buses will run on a Saturday schedule on Martin Luther King Day, Presidents Day, Patriots Day and Veterans Day. Service will not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day and Christmas.

Cost:

ADA

One way trip within 3/4 of a mile of an MVRTA bus route: $2.00

All other trips are considered Non-ADA and are subject to applicable fares.

Ticket books may be purchased by contacting the MVRTA Office of Special Services.

• 10-Ride Book .....$20 • 20-Ride Book $40

All fares must be paid to the driver at the time of travel. Exact fares are encouraged.

Non-ADA

Non-ADA Fare Rates are as follows:

	Haverhill	Lawrence	Methuen	No. Andover	Andover	Amesbury	Newburyport	Merrimac	Salisbury
Haverhill	3.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	5.00
Lawrence	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Methuen	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
No. Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Amesbury	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00
Newburyport	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00
Merrimac	3.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	5.00
Salisbury	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00

The zones are as follows:

Zone 1: Andover, Lawrence, Methuen, North Andover

Zone 2: Haverhill, Merrimac

Zone 3: Amesbury, Newburyport, Salisbury

PCAs/Companions

When reserving your trip please inform the reservationist if you are traveling with a Personal Care Attendant (PCA) or companion.

- PCA's travel fare free as required by the ADA.
- Companions travel at the same fare as the registered EZ Trans customer.
- Service animals are permitted on all MVRTA vehicles.

Service Rules:

- All passengers are required to wear seatbelts.
- All passengers are to be properly secured at all times. Passengers that are not properly secured will not be transported.
- The type of vehicle that you will ride in will depend on availability.
- Individuals who use a three wheeled device (The Amigo Chair) or any other mobility device which cannot be securely fastened are encouraged, but not required, to transfer to a vehicle seat, if they are so able.
- Unsafe behavior or destruction of MVRTA property will not be tolerated. If such behavior occurs, the passenger could be required to leave the vehicle immediately.
- Under no circumstance is the driver responsible for any of the actions taken by a customer before, during, or after their trip.
- Customers should not be riding alone in an MVRTA vehicle if they cannot be left unattended.
- Eating, drinking, smoking, or playing of loud music on the vehicles is not permitted.
- Tipping is not allowed.

Service Disruptions:

Here are a few points to keep in mind that will help ensure efficient service.

No Show:

This disruption occurs when the MVRTA vehicle arrives at the specified location within the 30 minute window and the customer is not ready or does not take the scheduled trip.

Late Cancel:

This disruption occurs when a customer fails to notify the MVRTA Office of Special Services of a cancellation at least 1 hour prior to the scheduled pick-up time.

Disruption Penalties:

The MVRTA Office of Special Services has established the administrative process outlined below to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. Each individual trip history will be assessed to see if a pattern or practice of missing schedule trips exists. Excessive No Show\Late Cancellations are considered excessive when a customer reserves 7 or more trips within any month and no-shows and\or late cancels 20 percent or more of those scheduled trips. At no time can a customer's no-show\late cancellations exceed 7 within one month without causing violation. This will be considered a pattern or practice of missing trips and the customer will be sent written notification that he\she has violated the No-Show\Late Cancellation Policy and is subject to suspension.

*The MVRTA Office of Special Services retains the discretion to impose service suspensions with any disruption that is considered inappropriate up to and including indefinite suspension for a first time disruption.

How to prevent a service disruption:

Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes once they arrive. If you are not ready and the driver leaves, your trip will be recorded as a No-Show. Trip cancellations must be made at least 1 hour prior to the start of your pick-up window. If your trip is cancelled less than an hour prior to the start of your pick-up window, the trip will be marked as a late cancel.

Appeal of Penalties:

If you disagree with any penalty imposed, you must notify the MVRTA Office of Special Services within 14 days of the date you received the written notification. Your appeal will be reviewed and a final decision will be made. Until you are notified of the findings you will receive EZ Trans services pending the results of the review.

Reasonable Modifications:

The MVRTA is dedicated to providing equal access to its services for persons with disabilities as well any individual who (either on occasion or over an extended period) may require modifications to the MVRTA's policy, practices, and procedures. Any individual with a disability requesting reasonable modification accommodations for an extended period of time is required to complete the form listed on the MVRTA website or by calling (978) 469-6878 to request a form. A decision will be made within 3 business days from the date of the request.

*In the event that it is not practicable to make the request in advance, it can also be made with the reservationist (when reserving your trip) or directly with the driver (on the same day). The reservationist, driver, and dispatcher will then make a determination of whether the modification can be accommodated.

Comments/Complaints:

Complaints can be made through a number of methods: MVRTA website, calling the MVRTA main number and speaking with the receptionist or calling the Office of Special Services. All complaints are given to the responsible party and the complainant is called within 24 hours of its receipt in order to inform the individual that a complaint has been received and is under review. Once resolved the complainant will receive a response from the department head within three (3) business days in the form of telephone call, an email, or letter advising him\her of the outcome. All ADA complaints are reviewed by the ADA Coordinator to make sure proper procedure is handled for ADA complaints.

The following is contact information for the MVRTA Office of Special Service:

MVRTA Office of Special Services
85 Railroad Avenue
Haverhill, MA 01835

Tel. (978) 469-6878 option 3 or
toll free at (877) 308-7267
Fax (978) 521-5956

Email: specialservices@mvrta.com

Visitor Information:

If an individual lives outside the MVRTA service area and claims that they are ADA eligible, they can use the ADA EZ Trans services for 30 days. They will be sent a visitor acceptance letter and an ADA brochure.

All passengers are still required to be picked up/dropped off within the MVRTA region.